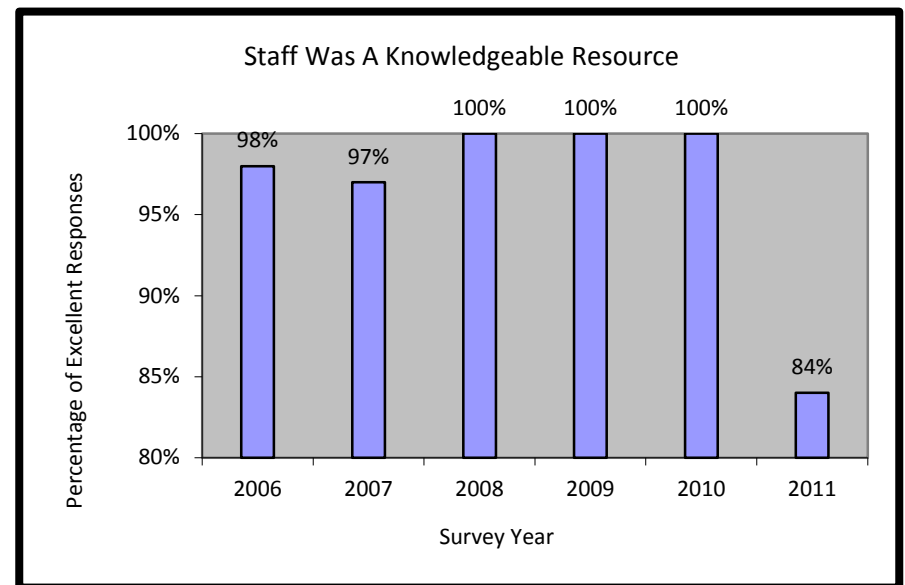
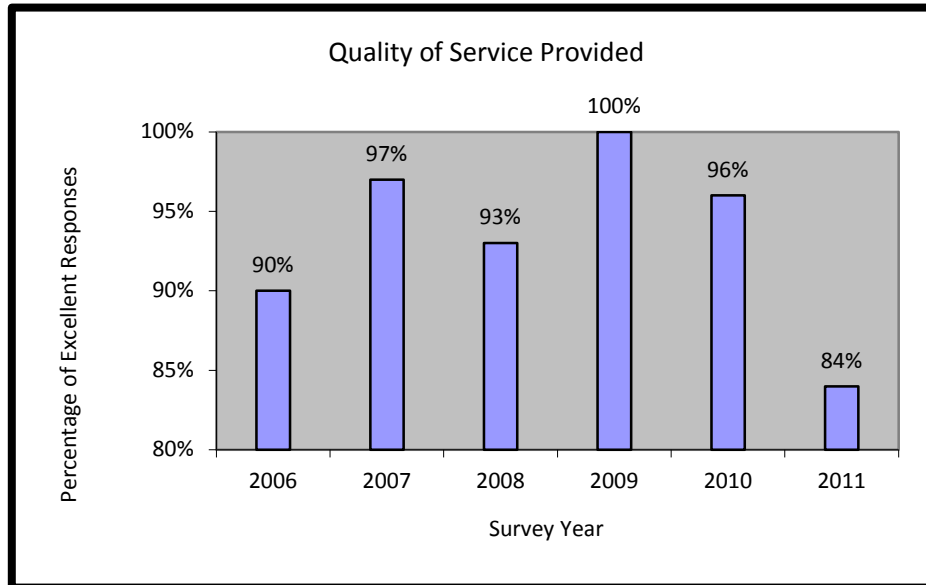


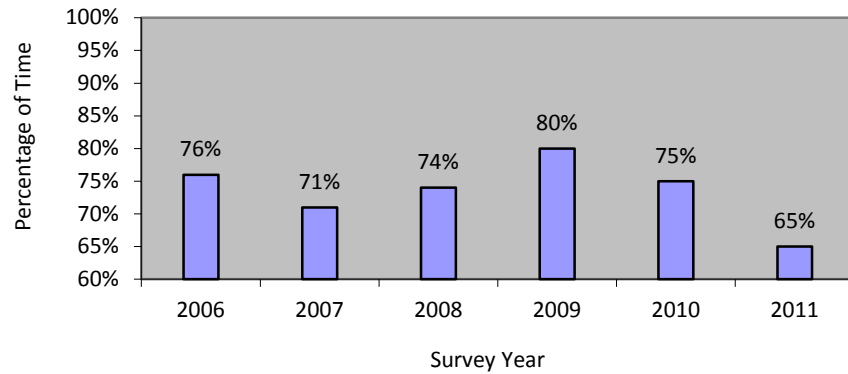
Service First Desk – Customer Survey Results

Since our launch in 2006, feedback from customers has been very positive. Although our survey asks customers to use an *excellent, good, fair, poor* rating scale, we focus our results on the percentage of *excellent* responses—we want our customers to have an *exceptional* service experience.

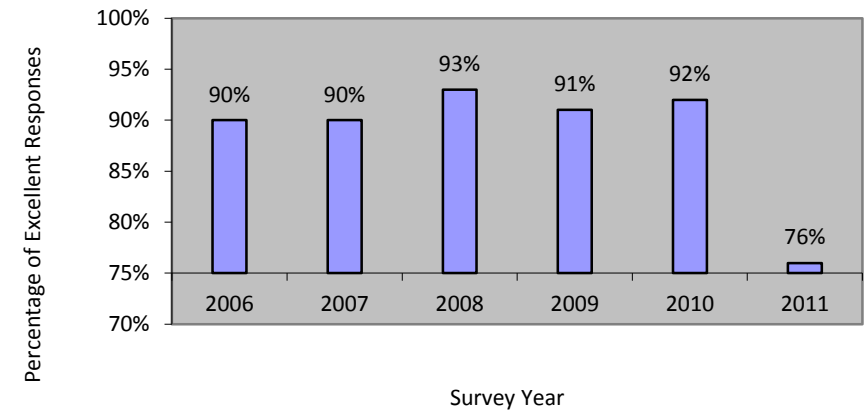
We attribute the decline in satisfaction in 2011 to staffing reductions (2 positions eliminated) and to the loss of two long term employees (1 retirement, 1 promotion). We remain committed to finding ways to achieve the exceptional results we have had previously.



Thinking About Who Provided The Service You Needed, How Often Was Service First Desk The Only Stop Required?



How Well Did We Streamline Your Access to Services & Information?



Who Provided The Service You Needed?

